

Job Title:	Patient Support Line nurse
Location:	Remote working with occasional attendance at office for team events
Report to:	Nurse Support Line Manager
Contract	Part time maternity leave cover contract (16 hours per week Mon, Thurs and Fri) precise hours documented below
Specific Purpose:	Maternity Leave Cover

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. Together we are working to eliminate preventable death and disability from heart disease and stroke, and to support and care for those living with these life-changing conditions. We work to achieve this by:

- Caring for and speaking out for people in the community living with heart conditions and stroke, and their families
- Innovating and leading in health promotion and prevention to change health behaviours and reduce cardiovascular risk
- Building a nation of lifesavers through CPR training
- Campaigning and advocating for policies that support people to live healthier lives.
- Information provision

We currently have approx. 120 employees and a similar number of volunteers working towards the Company's vision of a future where no hearts are broken by preventable heart disease.

Nurse Support Line role:

This role encompasses a number of strands of key service delivery from the Patient Support department. This includes the nurse support line phone and email information service; assessing need and supporting stroke survivors and their carers on our Stroke Connect service; and assessing and supporting people with Heart Failure on our Heart Connect service.

The role is for a nurse with relevant experience, to provide telephone support to callers to our helpline and to members of our heart and stroke support services.

Key Responsibilities:

- Make and answer calls in accordance with operating guidelines of the service.
- Respond to queries by both phone and email, in a supportive manner, ensuring caller dignity and confidentiality.
- Conduct needs assessments (by phone) with new stroke and heart failure clients.
- Conduct risk assessments where necessary.
- Provide advice and guidance to people affected by stroke, heart failure and other cardiac conditions.
- Provide follow up advice and information to clients in our support services as required. This may include liaising with the client's medical team (very occasionally), with client consent.
- Using your own judgement and experience, use the IHF knowledge base to inform clients of and signpost clients to appropriate services and resources.
- Ensure that information given to callers, both verbal and non-verbal is from reliable sources.
- Share any new information with other members of the nurse support line team.
- Keep up to date with new developments in stroke, heart failure and other cardiac conditions.
- Attend training as required and maintain a CPD log. This will include mandatory training on the IHF database/CRM and mandatory in-person training in Head Office approximately twice per year.
- Attending an all team mandatory weekly service delivery meeting via teams for an hour.
- Attend other service meetings as required.
- Keep informed of any campaigns and events which may result in an increased number of calls on a specific issue.
- Forward information to callers – leaflets, booklet and so on.
- Participate in Quality Assurance measures including call evaluation and call monitoring.
- Participate in promotion campaigns to raise awareness of helpline.

Administrative tasks

- Become proficient in using the IHF database/CRM and the elements of the MS Office Suite required for the role (MS Word, Excel and MS Teams).
- Create, update and maintain client records as required in service delivery.
- Provide reports and complete reporting templates as required.

Qualifications and skills

- Registered General Nurse with a minimum of two-year's experience working in cardiology or similar services.
- CNS I qualification is desirable.
- **Excellent computer skills are essential for this role**, with a good working knowledge of Excel, Word and relational databases.
- Excellent communication skills – phone and written communications. This will require an ability to quickly process information given by callers and to provide responses to queries with confidence and empathy using your clinical knowledge and IHF information resources.
- Comfortable working by phone with people who have challenging physical and psychological disabilities.
- Ability to work in a team, flexibility and excellent interpersonal skills.

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.

Location and hours of work

Working remotely, 16 hours per week. A laptop and phone will be provided. The nurse is required to have broad band with good internet coverage at their remote working location - usually their home.

Additional hours may be available and will be allocated as available.

- Of the standard 16 hours per week;
 - 1 hour will be attendance at a mandatory team meeting
 - 15 will involve taking and making calls and emails, or attending other meetings and training.
- Rostered days and hours are fixed: Mon 9am to 1pm; Thurs 9am to 6pm; Fri 9am to 1pm.
- Attendance at the mandatory weekly service delivery meeting is also required regardless of shift times.
- Attendance at mandatory training, including database training and in-person training in Head Office (approx. three per year) is required, regardless of shift times.
- Holiday leave will be approved on a first come, first served basis (ensuring the service is covered at all times).

To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager.

Email: hr@irishheart.ie



The closing date for this position is 18th July 2025

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy whilst undertaking any duties on behalf of the Irish Heart Foundation.

Please be advised the IHF retains all candidate data for a period of 12 months after which it is deleted. Should you wish to have your details deleted earlier than this please contact HR directly to request us to do so.

Please find IHF Privacy Policy <https://irishheart.ie/privacy-policy/>

If you have any accommodation needs throughout the recruitment process, please contact HR@irishheart.ie